

## **TRANSPORTATION OPTIONS MANAGER**

### **CONTACTS**

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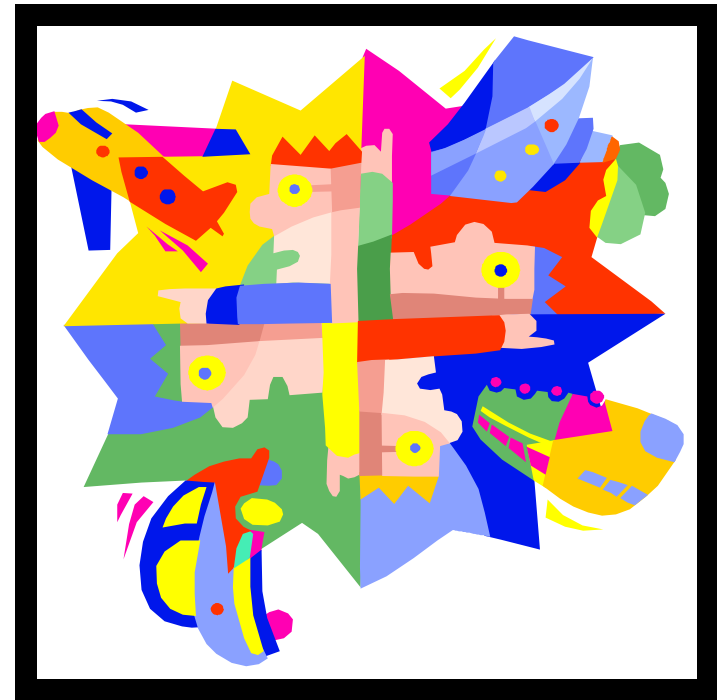
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# **TOM MANUAL**

## **FOR TRANSPORTATION OPTIONS MANAGERS**



**MASSACHUSETTS REHABILITATION COMMISSION  
27 WORMWOOD STREET  
BOSTON, MA 02210  
617-204-3694  
617-204-3849 TTY  
617-727-2744**

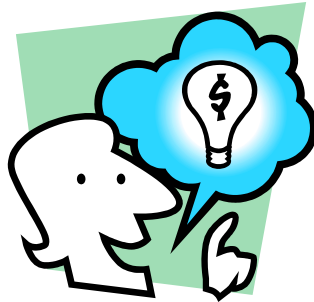
## WELCOME

The Massachusetts Rehabilitation Commission-  
would like to **congratulate** you on  
becoming the:

### TRANSPORTATION OPTIONS MANAGER (T.O.M.)

You are an essential part of this grant and hope  
that this manual will help guide you through the  
process

➔ The T.O.M. is  
the local  
**transportation  
problem  
solver**



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## MONTHLY BILLING

1. Please send all monthly reports on the 15th of every month
2. Please send reports via email to [glen.schultz@mrc.state.ma.us](mailto:glen.schultz@mrc.state.ma.us)
3. Reports are based on the information needed to submit to Department of Education
4. You will fill out payment vouchers and attach the monthly billing reports and correspondence



### TOP Grant Partner Contacts

1. CARAVAN: 1-888-4-Commute
2. Bridgewater State College  
508-531-6137
3. Institute of Community Inclusion  
617-355-6506
4. MRC office Plymouth: 508-747-5922
5. MRC office Greenfield: 413-774-2326
6. MRC office Taunton: 508-823-8141
7. MRC office Fitchburg: 978-345-1713

## ALTERNATIVE TRANSPORTATION OPTIONS

**Step 1:** Evaluate consumers needs

**Step 2:** Review your resources, Are any of these options feasible

- \* Van pool
- \* Car Pool
- \* ADA services
- \* Paratransit Services-COA-Human Service Transportation
- \* Rideshare
- \* Driver Volunteer Programs
- \* Changing Job or Training Center
- \* Subscription Van Program
- \* Vehicle Modification
- \* Donated vehicle programs
- \* Other Options

**Step 3:** Determine cost and circumstances

**Step 4:** If unaffordable look for other temporary funding resources like:

- \*Department of Transitional Assistance
- \*MRC Independent Living
- \*MRC Statewide Head Injury Program
- \*MRC Vocational Rehabilitation
- \* Department of Education
- \* Department of Mental Retardation
- \* Department of Mental Health
- \* Mass Commission for the Blind
- \* Mass Commission of Deaf

**Step 5:** Record on unmet transportation needs form

## TRANSPORTATION OPTIONS GRANT T.O.P.

The Transportation Options Project (T.O.P.) funded by the United States Department of Education, Rehabilitation Services Administration grant # H235H000068. This grant will increase transportation independence for people with disabilities going to work and employment training programs in rural areas. The grant is for 5 years and will serve 3,200 people. The grant will serve the following towns:

**Region 1:** Amherst, Ashfield, Athol, Bernardston, Buckland, Charlemont, Colrain, Conway, Cummington, Deerfield, Erving, Gill, Goshen, Greenfield, Hadley, Hatfield, Hawley, Heath, Leverett, Leyden, Monroe, Montague, New Salem, Northfield, Orange, Pelham, Petersham, Phillipston, Plainfield, Rowe, Shelburne, Shutesbury, Sunderland, Warwick, Wendall, Whatley, and Williamsburg

**Region 2:** Ashburnham, Ashby, Ayer, Fitchburg, Gardner, Hardwick, Hubbardston, Lancaster, Leominster, Littleton, Lunenburg, Royalston, Shirley, Sterling, Templeton, Westminster, and Winchedon

**Region 3:** Attleboro, Berkley, Carver, Dighton, Kingston, Lakeville, Mansfield, North Attleboro, Middleboro, Norton, Plainville, Plymouth, Raynham, Rehoboth, Seekonk, Taunton, and Wareham

The Massachusetts Rehabilitation Commission (MRC) has contracted with the Franklin, Montachusett, and the Greater Attleboro Taunton Regional Transit Authority to hire Transportation Options Manager (T.O.M.) to serve our consumers.

Other collaborators on the project are Bridgewater State College, CARAVAN, Institute on Community Inclusion, and the Executive Office of Transportation and Construction

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## TRANSPORTATION REQUEST PROCESS

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**Step 1:** Receive the Transportation Grant Information Form (TGIF) from an agency.

**Step 2:** Determine if person is eligible

**Step 3:** Input data into the Access Database

**Step 4:** Look at the transportation request and review transportation resources

**Step 5:** Figure out the best mode for the consumer based on their needs

**Step 5:** Develop transportation plan

**Step 6:** Contact consumer or agency with new transportation options for the request

**Step 7:** Follow-up every month with consumer to make sure transportation is secure and employment status

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## WHEN FIXED-ROUTE IS AVAILABLE

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**Step 1:** Evaluate Consumer needs

**Step 2:** Fixed-Route transportation will work

- Purchase bus pass
- Follow up monthly to make sure transportation secure
- Update clients if any routes will change

**Step 3:** Does person need accessible vehicles and are they accessible?

- **Yes**  
-Continue with step 2
- **No**
  - Sign up person for paratransit until it can be worked out
  - Put information on transportation unmet needs form

**Step 4:** Does person need travel training and is it available?

- **Yes**  
-Notify appropriate consumers and continue process
- **No Need**  
-continue with step 2
- **No travel training services**
  - Check around see if any other services are available
  - Sign up for paratransit until it can be worked out
  - Put information on unmet transportation needs form

**Step 5:** Fixed Route available but times are not convenient

- See if schedule can be adjusted
- See if work times or bus times can be adjusted
- Write information on unmet transportation needs
- Work with your office to set up a combination trip
- Put information on unmet transportation needs form